

# **FFS Iowa Health Home Program IMPA**

November 2021

# IMPA Training

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# Iowa Medicaid Portal Access

## Introduction

- **What is IMPA?**

IMPA is a portal the Health Home uses to manage enrollment, dis-enrollment, updates to the member's assessment, and utilization of reports to manage the Medicaid population.

- **Who would benefit from IMPA?**

Health coaches, care coordinators, and billing staff are some of the staff that may utilize IMPA for the health home program. It is important to provide access to any staff that will be managing this patient population and attesting for payment.

# Iowa Medicaid Portal Access Introduction

- Objectives

- Understand how to submit an enrollment request, update an assessment or disenroll a fee-for-service member.
- Learn the reporting functions within IMPA to know when members are actively enrolled, assessments are coming due and attesting for payment.

# How to obtain IMPA access

- Navigate to <https://secureapp.dhs.state.ia.us/imp/Default.aspx>  
Click the hyperlink “Click here for the User Registration Guide”

The IMPA registration guide can be found at  
<https://secureapp.dhs.state.ia.us/imp/Assets/IMPUserRegistration.pdf>

Once you have created your profile you will be redirected to the login page.

On your first entry you will be directed to choose three security questions that will be used for password resets and maintenance of your account.

Choose a security question from the dropdown box, answer the question. You must choose 3 different security questions.

When all 3 questions have been chosen and answered, click on the SAVE button. This will record your answers and you will be directed to the main portal page. (Only you will know these secret questions and answers. If you forget them, IME staff will not be able to help you in retrieving them.)

# Health Home Access

Complete the Health Home IMPA Access Form

<https://dhs.iowa.gov/sites/default/files/470-5116.pdf?102820211522>

If you need access to upload files for Health Home Chart Review and have Health Home Access complete this form

<https://www.tfaforms.com/251654>

# Access to other Information in IMPA For IHH

- [HCBS Critical Incident Reporting Access Request Form](#)
- [HCBS Residential Assessment](#)
- [To find Informational Letters](#)
- To subscribe to Informational Letters, contact [impasupport@dhs.state.ia.us](mailto:impasupport@dhs.state.ia.us)
- [Core Standardized Assessment \(CSA\) IMPA Document Access Request Form](#)
- [Client Participation Access Form](#)

[Tools, Training, and Initiatives | Iowa Department of Human Services](#) to help you find all of the potential access needed for IMPA

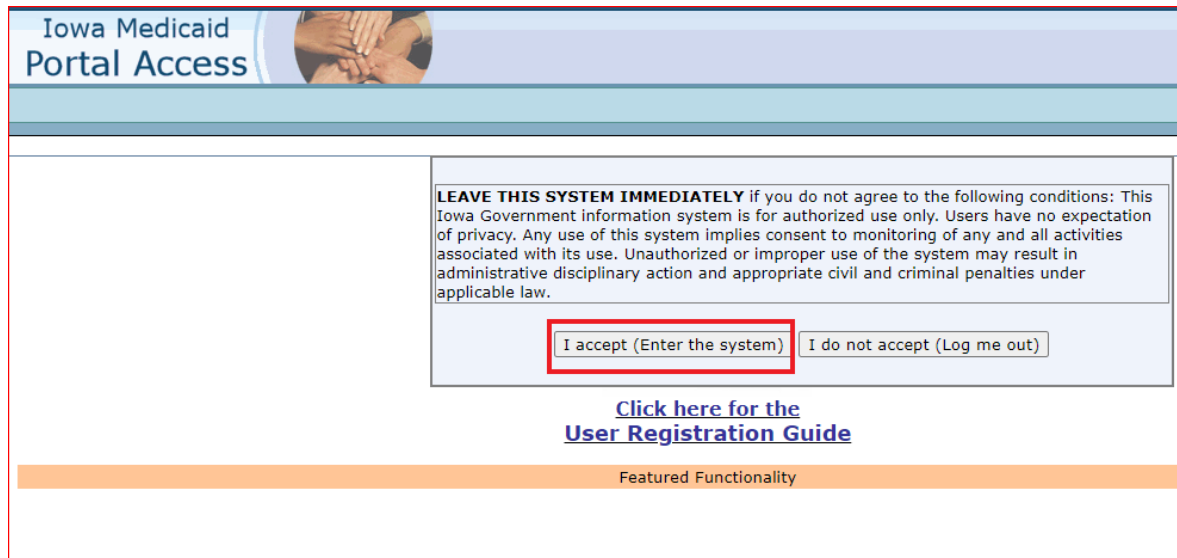
# **IMPA Training**

Logging On



# Logging On

Once signed into IMPA you will be asked to accept conditions of the program.



Iowa Medicaid  
Portal Access

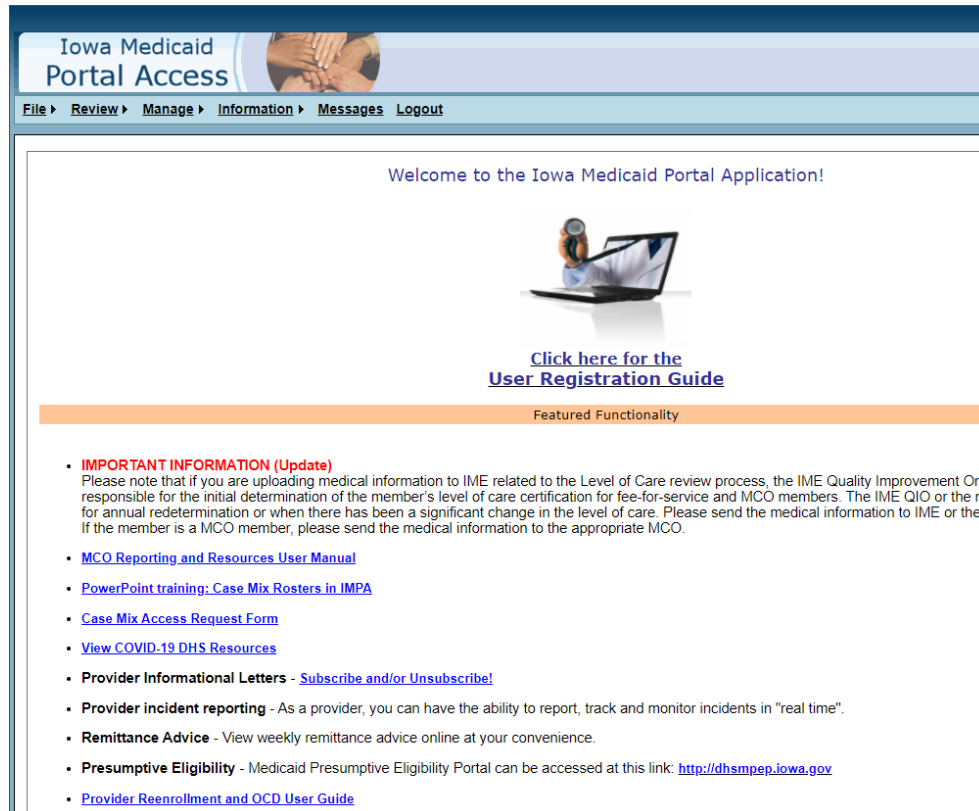
**LEAVE THIS SYSTEM IMMEDIATELY** if you do not agree to the following conditions: This Iowa Government information system is for authorized use only. Users have no expectation of privacy. Any use of this system implies consent to monitoring of any and all activities associated with its use. Unauthorized or improper use of the system may result in administrative disciplinary action and appropriate civil and criminal penalties under applicable law.

[Click here for the User Registration Guide](#)

Featured Functionality

# Logging On

- Once signed into IMPA this is your home screen.



# **IMPA Training**

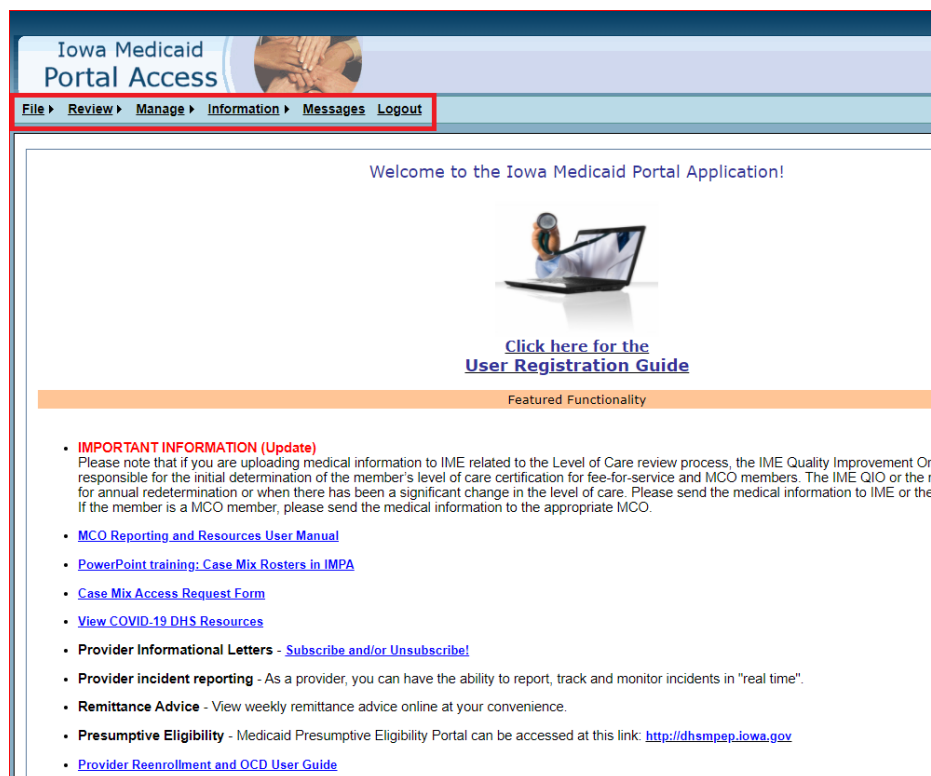
The Home Screen

# The Home Screen

On your home screen, at the top, is the functions of IMPA. Please note that our capabilities maybe different than yours. We will show you the major categories.

The tabs across the top:

- File
- Review
- Manage
- Information
- Messages
- Logout

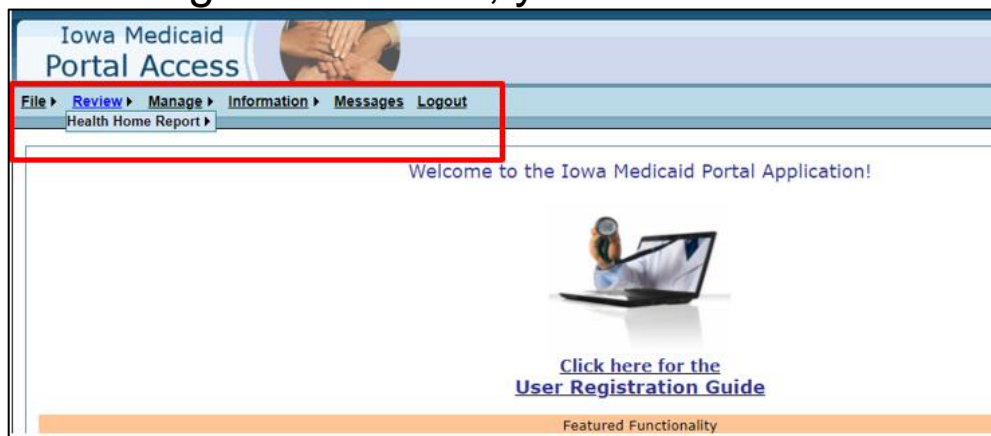


# The Home Screen

- Hovering over file, you will work with Health Home, Member Lookup and Upload File.



- Hovering over Review, you will work with Health Home Report



# **IMPA Training**

Member Look-Up & Demographics

# Looking up member

- A very easy and useful function of IMPA to look up a member using their State ID number to see if they are eligible for Health Home Services.
- Navigate to *File, Member Look-Up*. Enter the State ID - selecting Medicaid or Hawki will impact your search.

Iowa Medicaid Portal Access

File ▶ Review ▶ Manage ▶ Information ▶ Messages Logout

Member Lookup

Search Criteria

☒ Medicaid ☐ Hawki

State ID:  Search Clear

Iowa Department of Human Services

Iowa Medicaid Portal Access

File ▶ Review ▶ Manage ▶ Information ▶ Messages Logout

Member Lookup

Search Criteria

☒ Medicaid ☐ Hawki

State ID:  Search Clear

Member Demographics Programs/Services Documents

State ID	Member Name
<input type="text"/>	<input type="text"/>
Date of Birth	Gender
<input type="text"/>	Male

# Member Demographics

- When you have found the member, click the Demographics tab, you can verify the member's address on file. To identify all the programs and services the member is eligible for click the Programs/Services tab.

Iowa Medicaid Portal Access

File ▶ Review ▶ Manage ▶ Information ▶ Messages Logout

Member Lookup

Search Criteria

☒ Medicaid ☐ Hawki

State ID: [REDACTED] Search Clear

Member Demographics Programs/Services Documents

Mailing Address

[REDACTED]

Iowa Department of Human Services

Iowa Medicaid Portal Access

File ▶ Review ▶ Manage ▶ Information ▶ Messages Logout

Member Lookup

Search Criteria

☒ Medicaid ☐ Hawki

State ID: [REDACTED] Search Clear

Member Demographics Programs/Services Documents

Program Code	Program Description	Program Status	Program Effective Date	Elig Review Date
Long Term Care/Enhanced Services				
No records found.				

Iowa Department of Human Services



# Looking up member & eligibility

- Programs/Services
- This screen shot shows a member that has full Medicaid and is eligible for Health Home Services. Please note the following identifiers:
- Program status is active
- Program Code: 377 – Program code please see next page.

The screenshot displays a web application interface for member lookup. At the top, a navigation bar includes links: File, Review, Manage, Information, Messages, and Logout. Below this, a dropdown menu is open, showing options: Claim PIN, Health Home, MCO Reporting and Resources, MCO-Member Lookup, Member Lookup (highlighted), Upload File, and Verify Habilitation Eligibility. To the right of the dropdown is a search bar with 'Search' and 'Clear' buttons. Below the search bar, there are tabs for 'Member', 'Demographics', 'Programs/Services' (selected), and 'Documents'. Under the 'Programs/Services' tab, a table lists the 'Medicaid Program' details. The table has five columns: Program Code, Program Description, Program Status, Program Effective Date, and Elig Review Date. The first row shows Program Code 377, Program Description Medicaid Facilities (Fip Mhi Or Pmic Care Pmt Only), Program Status Active, Program Effective Date 11/01/2019, and Elig Review Date 12/31/2021. The Program Code 377 is highlighted with a red box.

Program Code	Program Description	Program Status	Program Effective Date	Elig Review Date
377	Medicaid Facilities (Fip Mhi Or Pmic Care Pmt Only)	Active	11/01/2019	12/31/2021

# Looking up member & eligibility

- The program code 377 indicates the member has full Medicaid services and can be enrolled in Health Home Services.
- Here is a list of other approved program codes.

## Traditional Medicaid Codes

130	131	137	138	140	142	143	308	370	372
373	377	390	421	423	428	429	461	462	464
630	632	633	637	640	642	643	732	735	920

## Traditional Medicaid and Waiver Services

136	631	636	638
645	731	733	734

## IHWP Medically Exempt

501	531
-----	-----

## Medicaid for Employed Persons with Disabilities

60M
-----

# IHWP Examples

## IHWP Not Medically Exempt

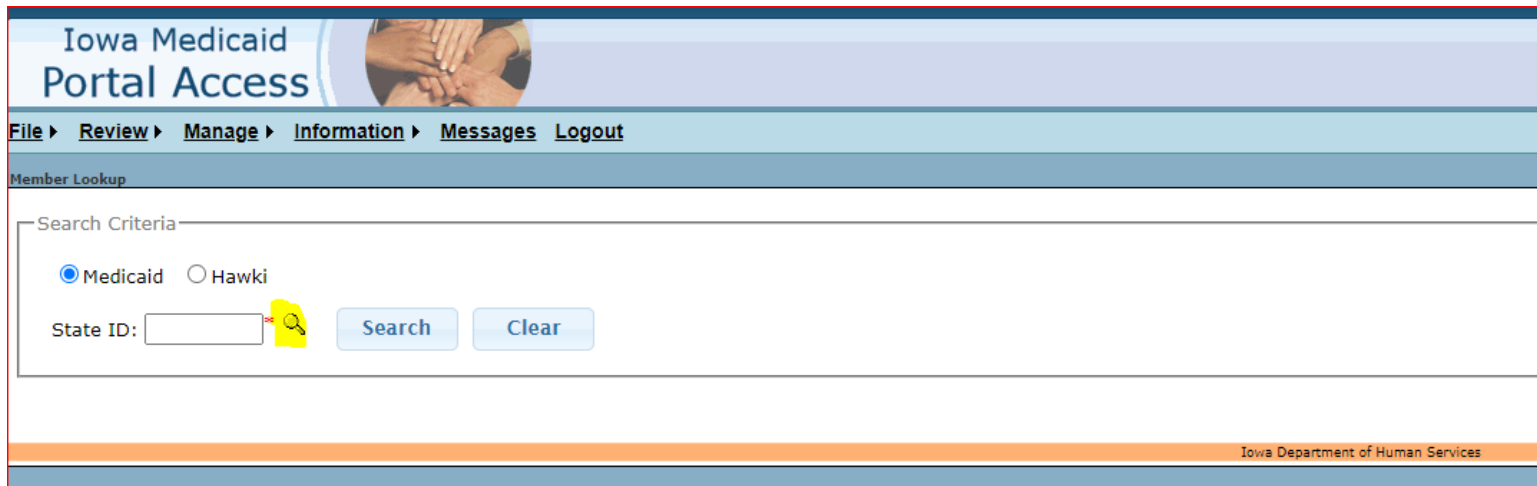
Member	Demographics	Programs/Services	Fostercare	Documents
<b>Medicaid Program</b>				
Program Code	Program Description	Program Status	Program Effective Date	Elig Review Date
531	Adult Expansion Group (Iowa Marketplace Choice)	Active	06/01/2021	12/31/2021
<b>Long Term Care/Enhanced Services</b>				
No records found.				

## IHWP Medically Exempt

Member	Demographics	Programs/Services	Fostercare	Documents	loading...
<b>Medicaid Program</b>					
Program Code	Program Description	Program Status	Program Effective Date	Elig Review Date	
501	(Iowa Wellness Plan)	Active	03/01/2021	08/31/2022	
<b>Long Term Care/Enhanced Services</b>					
No records found.					

# Advanced Search

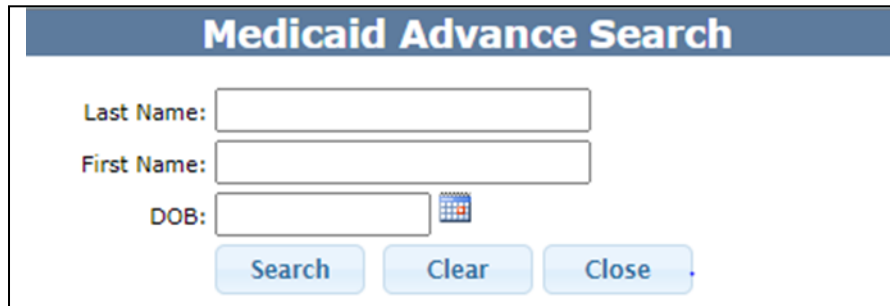
- Click on Member Lookup
- Click the spyglass next to State ID



The screenshot shows the Iowa Medicaid Portal Access interface. At the top, there is a header with the text "Iowa Medicaid Portal Access" and a small image of hands. Below the header is a navigation bar with links: File, Review, Manage, Information, Messages, and Logout. The main section is titled "Member Lookup". Under "Search Criteria", there are two radio buttons: "Medicaid" (selected) and "Hawki". Below this is a "State ID:" label followed by a text input field. A yellow sticky note with a magnifying glass icon is placed over the input field. To the right of the input field are two buttons: "Search" and "Clear". At the bottom right of the page, there is a footer that reads "Iowa Department of Human Services".

# Advanced Search

- A search box will open




The image shows a web form titled "Medicaid Advance Search". It contains three input fields: "Last Name:", "First Name:", and "DOB:". The "DOB:" field has a calendar icon to its right. Below the input fields are three buttons: "Search", "Clear", and "Close".

**Medicaid Advance Search**

Last Name:

First Name:

DOB:  

# Advanced Search

- Enter Advance Search options – Displays first 15 active and tentative members for Search results

Iowa Medicaid Portal Access

Good Afternoon melinda

File • Review • Manage • Information • Messages • Logout

### Medicaid Advance Search

Search Criteria

☒ Medicaid ☐ Hawki

State ID:

Search

Last Name:

First Name:

DOB:

SSN:

Search Clear Close

Currently showing 15 members. Please select one OR refine search to continue.

State ID	Name	Birth Date
Select	ETHAN	
Select	RAM	
Select	ROSALIN	
Select	ASHLEY	
Select	KIRBY	
Select	MICHAEL	
Select	EMILY	
Select	HUNTER	
Select	JAMIE	
Select	SUZETTE	
Select	TAMBEY	
Select	TED	
Select	JONATHAN	
Select	KATYASH	
Select	LENNON	

- You can choose any from the list OR modify the search for narrow results

# **IMPA Training**

Member Enrollment Request

# Member Enrollment Request

- Log into IMPA, hover over *File* and select *Health Home*.

Iowa Medicaid Portal Access

File ▶ Review ▶ Manage ▶ Information ▶ Messages Logout

Claim PIN  
[Health Home](#)  
MCO Reporting and Resources  
MCO-Member Lookup  
Upload File ▶  
Verify Habilitation Eligibility

Welcome to the Iowa Medicaid Portal Application!

[Click here for the User Registration Guide](#)

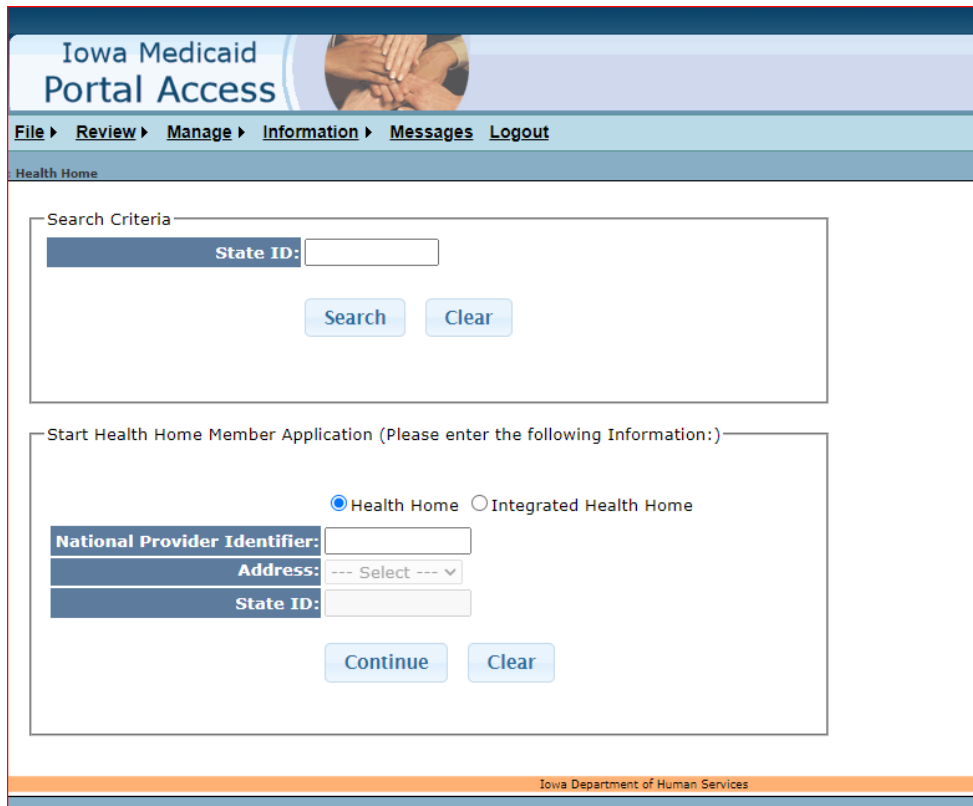
Featured Functionality

- IMPORTANT INFORMATION (Update)**  
Please note that if you are uploading medical information to IME related to the Level of Care review process, the IME Quality Improvement Organization (QIO) is responsible for the determination of the member's level of care certification for fee-for-service and MCO members. The IME QIO or the member's MCO is responsible for annual redetermination of the member's level of care. Please send the medical information to IME or the appropriate MCO. If the member is a MCO member, please send the medical information to the appropriate MCO.
- [Member Waiver Eligibility User Manual](#)
- [Member Waiver Eligibility Access Request Form](#)



# Member Enrollment Request (continued)

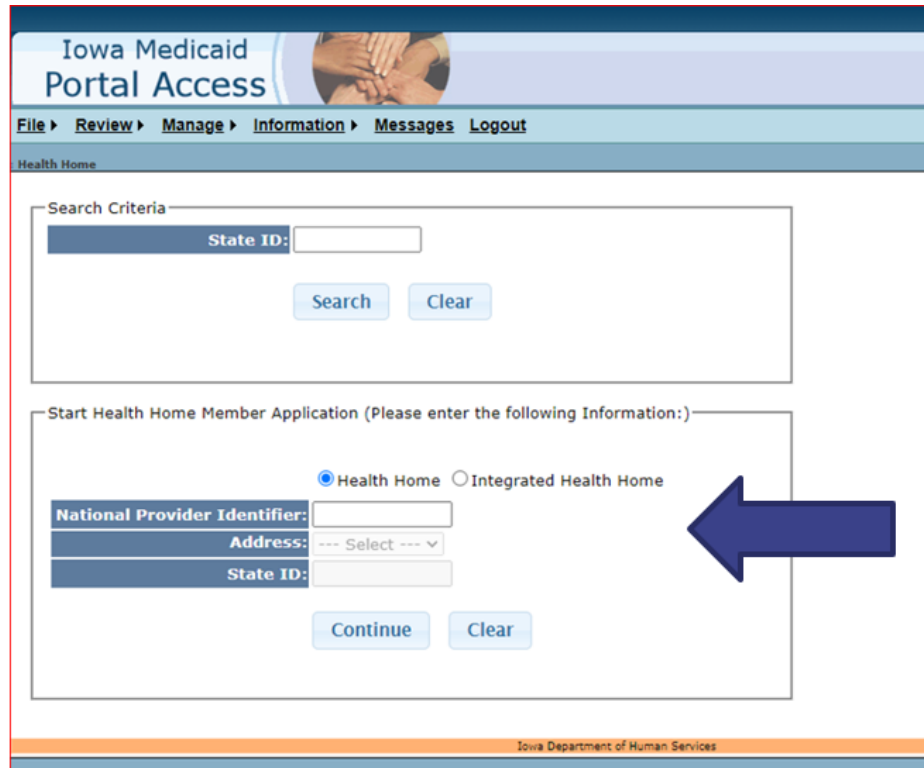
- The screen shot below shows 2 options:
  - Search Criteria – State ID
  - Start Health Home Member Application
  - Using the radio button, select *Integrated Health Home*



The screenshot displays the Iowa Medicaid Portal Access interface. At the top, there is a header with the text "Iowa Medicaid Portal Access" and a small image of hands. Below the header is a navigation bar with links: File, Review, Manage, Information, Messages, and Logout. The main content area is titled "Health Home" and contains two sections. The first section, "Search Criteria", has a "State ID:" input field, a "Search" button, and a "Clear" button. The second section, "Start Health Home Member Application (Please enter the following Information:)", features two radio buttons: "Health Home" (selected) and "Integrated Health Home". Below the radio buttons are three input fields: "National Provider Identifier:", "Address:" (with a dropdown menu showing "--- Select ---"), and "State ID:". At the bottom of this section are "Continue" and "Clear" buttons. The footer of the page reads "Iowa Department of Human Services".

# Member Enrollment Request (continued)

- Enter National Provider Identifier
- Press tab for the address file. The system will show you the address associated with the NPI – click enter or tab
- Enter the State ID



The screenshot shows the Iowa Medicaid Portal Access interface. At the top, there is a header with the text "Iowa Medicaid Portal Access" and a navigation bar with links: "File", "Review", "Manage", "Information", "Messages", and "Logout". Below the navigation bar, there is a "Health Home" section. The main content area is divided into two sections. The first section, titled "Search Criteria", contains a "State ID:" input field, a "Search" button, and a "Clear" button. The second section, titled "Start Health Home Member Application (Please enter the following Information:)", contains a radio button selection for "Health Home" (selected) and "Integrated Health Home". Below this, there are three input fields: "National Provider Identifier:", "Address:" (with a dropdown menu showing "--- Select ---"), and "State ID:". A large blue arrow points to the "National Provider Identifier" field. At the bottom of the form, there are "Continue" and "Clear" buttons. The footer of the page reads "Iowa Department of Human Services".

# Member Enrollment Request (continued)

- Click New

An enrollment request **processed** on or after the 20th of the month may miss month-end processing. Requests **processed** after month-end processing will be considered for assignment in the following month.

☒ Health Home ☐ Integrated Health Home

National Provider Identifier:   
Address:   
State ID:

State ID	Assessment Date	Tier	Status	Effective Date	Extract Date	Decision Date	Eligibility Date	Assigned	Diagnosis Codes	Reason
										New

Iowa Department of Human Services

Done Local intranet | Protected Mode: Off 115%

- Verify State ID

Provider Name:  National Provider Identifier:  Facility Provider Number:

Select

Start Health Home Member Application (Please enter the following information):

An enrollment request **processed** on or after the 20th of the month may miss month-end processing. Requests **processed** after month-end processing will be considered for assignment in the following month.

☒ Health Home ☐ Integrated Health Home

National Provider Identifier:   
Address:   
State ID:

State ID	Assessment Date	Tier	Status	Effective Date	Extract Date	Decision Date	Eligibility Date	Assigned	Diagnosis Codes	Reason
										New

Iowa Department of Human Services

Iowa Local intranet | Protected Mode: Off 115%

State ID:

# Member Enrollment Request (continued)

- Identify that the State ID matches the patient's name and DOB.

Provider Name: [Redacted] National Provider Identifier: [Redacted] Legacy Provider Number: [Redacted]

Select [Redacted]

Start Health Home Member Application (Please enter the following Information:)

An enrollment request **processed** on or after the 20th of the month may miss month-end processing. Requests **processed** after month-end processing will be considered for assignment in the following month.

☒ Health Home ☐ Integrated Health Home

National Provider Identifier: [Redacted]  
Address: [Redacted]  
State ID: [Redacted]

Continue Clear

Is this the correct State ID: [Redacted]

YES NO

State ID	Assessment Date	Tier	Status	Effective Date	Extract Date	Decision Date	Eligibility Date	Assigned	Diagnosis Codes	Reason
										New

Iowa Department of Human Services

Local intranet | Protected Mode: Off

# Member Enrollment Request (continued)

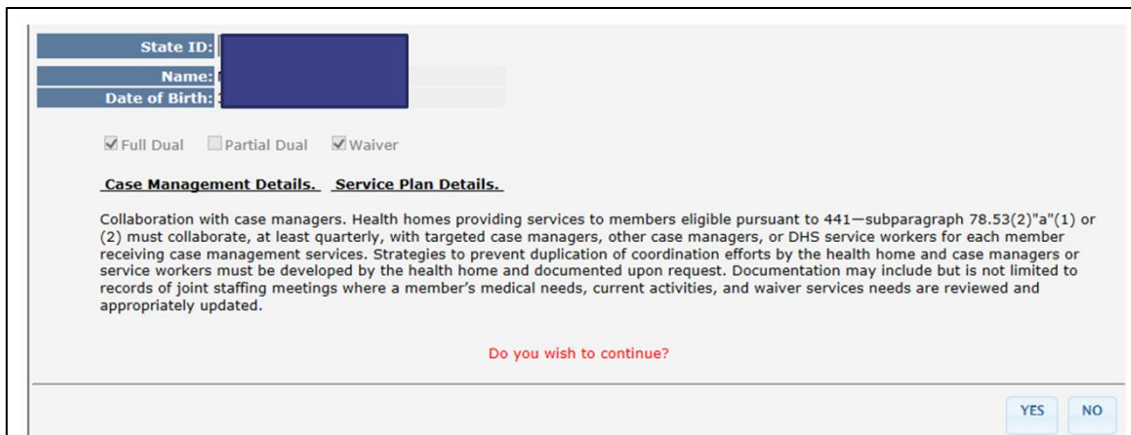
- Please notice the buttons under the demographics. If the patient is under any waivers, they will be filled in and this will require confirmation on another screen.

The screenshot shows a web application for member enrollment. The main form has several sections: a provider selection dropdown, a 'Start Health Home Member Application' section with instructions, radio buttons for 'Health Home' (selected) and 'Integrated Health Home', and input fields for 'National Provider Identifier', 'Address', and 'State ID'. Below these are 'Continue' and 'Clear' buttons. A table at the bottom lists columns for State ID, Assessment Date, Tier, Status, Effective Date, Extract Date, Decision Date, Eligibility Date, Assigned, Diagnosis Codes, Reason, and a 'New' button. A white pop-up window is overlaid on the right side, containing fields for 'State ID', 'Name', and 'Date of Birth', checkboxes for 'Full Dual', 'Partial Dual', and 'Waiver', and the question 'Do you wish to continue?' with 'YES' and 'NO' buttons. A large blue arrow points from the right towards the pop-up window.

State ID	Assessment Date	Tier	Status	Effective Date	Extract Date	Decision Date	Eligibility Date	Assigned	Diagnosis Codes	Reason	
											New

# Member Enrollment Request (continued)

- If the member has a case manager this screen will display. If the member has CMH Waiver or Habilitation, the IHH is the case manager. If this appears please read the disclosure and select yes to continue.



The screenshot shows a web form for a Member Enrollment Request. At the top, there are three input fields: "State ID:", "Name:", and "Date of Birth:", each followed by a blue rectangular redaction box. Below these fields are three checkboxes: "Full Dual" (checked), "Partial Dual" (unchecked), and "Waiver" (checked). Underneath the checkboxes are two underlined links: "Case Management Details." and "Service Plan Details.". A paragraph of text follows, stating: "Collaboration with case managers. Health homes providing services to members eligible pursuant to 441—subparagraph 78.53(2)"a"(1) or (2) must collaborate, at least quarterly, with targeted case managers, other case managers, or DHS service workers for each member receiving case management services. Strategies to prevent duplication of coordination efforts by the health home and case managers or service workers must be developed by the health home and documented upon request. Documentation may include but is not limited to records of joint staffing meetings where a member's medical needs, current activities, and waiver services needs are reviewed and appropriately updated." Below this text is a red prompt: "Do you wish to continue?". At the bottom right of the form are two buttons: "YES" and "NO".

- This disclosure means that you're agreeing that you will, at minimum, make quarterly contact with the case manager to ensure nonduplication of services. In most all cases, the case manager is the Integrated Health Home.

# Member Enrollment Request (continued)

- Enter Assessment Date
- Enter Tier
- Enter Relating Diagnosis Code(s)
- Click Enroll

The screenshot shows a web-based form for a "Member Enrollment Request". At the top, there are "Search" and "Clear" buttons. Below them is a table with columns: "Provider Name", "National Provider Identifier", and "Legacy Provider Number". A "Select" button is next to the table. Below the table, there is a section titled "Start Health Home Member Application (Please enter the following Information:)" with a red warning message: "An enrollment request **processed** on or after the 20th of the month may miss month Requests **processed** after month-end processing will be considered for assignment". Below this, there are radio buttons for "Health Home" (selected) and "Integrated Health Home". Below the radio buttons, there are input fields for "National Provider Identifier", "Address", and "State ID", all of which are redacted with a blue box. Below these fields are "Continue" and "Clear" buttons. To the right of the form, there is a sidebar with input fields for "State ID", "Name", "Date of Birth", "Date of Assessment", "Tier" (a dropdown menu showing "--Select--"), and "Diagnosis Codes" (a grid of input fields). At the bottom of the sidebar are "Enroll" and "Cancel" buttons. At the bottom of the main form area, there is a table with columns: "State ID", "Assessment Date", "Tier", "Status", "Effective Date", "Extract Date", "Decision Date", "Eligibility Date", "Assigned", "Diagnosis Codes", and "Reason". The "New" button is at the bottom right of this table.

State ID	Assessment Date	Tier	Status	Effective Date	Extract Date	Decision Date	Eligibility Date	Assigned	Diagnosis Codes	Reason
										New

# Member Enrollment Request (continued)

You have just submitted an enrollment request.

- An enrollment request must be extracted and then processed before final approval of eligibility is established. Month end processing occurs roughly around the 20<sup>th</sup> of each month (except February).
- An enrollment request can be:
  - Eligible for enrollment and not assigned by the month end process
  - Eligible for enrollment and assigned to the health home by the month end process
  - Not eligible for enrollment at this point in time
  - Pending enrollment. A pending enrollment request is where an existing request for assignment has not been finalized.



# Month End Dates 2022

5<sup>th</sup> Business day before the end of the Month.

- January 24, 2022
- February 22, 2022
- March 25, 2022
- April 22, 2022
- May 24, 2022
- June 24, 2022
- July 25, 2022
- August 25, 2022
- September 26, 2022
- October 25, 2022
- November 23, 2022
- December 26, 2022

# Member Enrollment Request (continued)

- To finish this enrollment; complete the attestation and provide the remaining information.

Iowa Medicaid Portal Access

File » Review Manage » Information » Messages Logout

Health Home

Start Application (Please enter the following information:)

Attestation: ☒ I do hereby attest that this information is true, accurate and complete to the best of my knowledge, and I understand that any falsification, omission, or concealment of material fact may subject me to administrative, civil, or criminal liability.

National Provider Identifier: [Redacted]

Address: [Redacted]

State ID: [Redacted]

Continue Clear

State ID	Assessment Date	Tier	Status	Effective Date	Extract Date	Decision Date	Eligibility Date	Assigned	Reason	
[Redacted]	5/7/2012	3	Enroll	5/21/2012 2:35:23 PM						Update Cancel

Iowa Department of Human Services

# Enrollment Complete!

**Iowa Medicaid Portal Access**

File ▶ Review Manage ▶ Information ▶ Messages Logout

Start Application (Please enter the following Information:)

Attestation: ☒ I do hereby attest that this information is true, accurate and complete to the best of my knowledge and I understand that any falsification, omission, or concealment of material fact may subject me to administrative, civil, or criminal liability.

National Provider Identifier  
Address  
State ID

Continue Clear

State ID	Assessment Date	Tier	Status	Effective Date	Extract Date	Decision Date	Eligibility Date	Assigned	Reason	
	5/6/2012	3	Enroll	5/25/2012 11:00:00 PM	5/25/2012 11:00:00 PM	5/25/2012 11:00:00 PM	6/1/2012	Yes		Update Disenroll
	5/6/2012	3	Enroll	5/10/2012 1:00:00 AM	5/11/2012 1:00:00 AM					

Iowa Department of Human Services

# **IMPA Training**

Updating an Assessment and/or  
Tier Change

# Updating an Assessment and/or Tier Change

- Log into IMPA, hover over File and select Health Home.



Iowa Medicaid Portal Access

File ▶ Review ▶ Manage ▶ Information ▶ Messages Logout

Claim PIN

**Health Home**

MCO Reporting and Resources

MCO-Member Lookup

Upload File ▶

Verify Habilitation Eligibility

Welcome to the Iowa Medicaid Portal Application!

[Click here for the User Registration Guide](#)

Featured Functionality

- IMPORTANT INFORMATION (Update)**  
Please note that if you are uploading medical information to IME related to the Level of Care review process, the IME Quality Improvement Organization (QIO) is responsible for the determination of the member's level of care certification for fee-for-service and MCO members. The IME QIO or the member's MCO is responsible for annual redetermination of the member's level of care. Please send the medical information to IME or the appropriate MCO. If the member is a MCO member, please send the medical information to the appropriate MCO.
- [Member Waiver Eligibility User Manual](#)
- [Member Waiver Eligibility Access Request Form](#)

# Updating an Assessment and/or Tier Change (continued)

- Enter State ID
- Click Search
- Click Select

Start Health Home Member Application (Please enter the following Information:)

An enrollment request **processed** on or after the 20th of the month may miss month-end processing.  
Requests **processed** after month-end processing will be considered for assignment in the following month.

Attestation:	<input type="checkbox"/> I do hereby attest that this information is true, accurate and complete to the best of my knowledge and I understand that any falsification, omission, or concealment of material fact may subject me to administrative, civil, or criminal liability.
National Provider Identifier:	--- Select --- ▼
Address:	--- Select --- ▼
State ID:	<input type="text"/>

# Updating an Assessment and/or Tier Change (continued)

- Click Update

State ID	Assessment Date	Tier	Status	Effective Date	Extract Date	Decision Date	Eligibility Date	Assigned	Reason	
	31/2012	1	Enroll	7/25/2012	7/26/2012 7:55:00 AM	7/25/2012	8/1/2012	Yes		Update Disenroll
	31/2012	1	Enroll	6/23/2012	6/25/2012 2:00:00 PM	6/23/2012	7/1/2012	Yes		
	31/2012	1	Enroll	6/12/2012 9:42:55 AM	6/12/2012 1:00:00 PM					

- Enter Date of Assessment, Tier, Reason, and related diagnosis code(s).

State ID:

Date of Assessment:

Tier: --Select--

Reason: --Select--

Diagnosis Codes: 493.90, 278.02

Update Cancel

	Decision Date	Eligibility Date	Assigned	Diagnosis Codes	Reason
00 AM 7/25/2013 3:57:09 PM	8/1/2013	Yes	493.90, ...	Assessment Date Change AND Tier Change	Update Disenroll
00 PM			493.90, ...	Assessment Date Change AND Tier Change	
00 AM 4/24/2013	5/1/2013	Yes		Assessment Date Change	
00 PM				Assessment Date Change	

# Updating an Assessment and/or Tier Change (continued)

- The reason drop down menu has the selections of:
  - Tier Change
  - Assessment Date Change
  - Assessment Date and Tier Change.



# **IMPA Training**

Member Disenrollment

# How to Disenroll a Patient

- Log into IMPA, hover over *File* and select *Health Home*



Iowa Medicaid Portal Access

File ▶ Review ▶ Manage ▶ Information ▶ Messages Logout

Claim PIN

**Health Home**

MCO Reporting and Resources

MCO-Member Lookup

Upload File ▶

Verify Habilitation Eligibility

Welcome to the Iowa Medicaid Portal Application!



[Click here for the User Registration Guide](#)

Featured Functionality

- IMPORTANT INFORMATION (Update)**  
Please note that if you are uploading medical information to IME related to the Level of Care review process, the IME Quality Improvement Organization (QIO) is responsible for the determination of the member's level of care certification for fee-for-service and MCO members. The IME QIO or the member's MCO is responsible for annual redetermination if there has been a significant change in the level of care. Please send the medical information to IME or the appropriate MCO.  
If the member is a MCO member, please send the medical information to the appropriate MCO.
- [Member Waiver Eligibility User Manual](#)
- [Member Waiver Eligibility Access Request Form](#)

# How to Disenroll a Patient

## (Continued)

- Enter State ID
- Click Search
- Click Select

Start Health Home Member Application (Please enter the following Information:)

An enrollment request **processed** on or after the 20th of the month may miss month-end processing.  
Requests **processed** after month-end processing will be considered for assignment in the following month.

**Attestation:** ☐ I do hereby attest that this information is true, accurate and complete to the best of my knowledge and I understand that any falsification, omission, or concealment of material fact may subject me to administrative, civil, or criminal liability.

**National Provider Identifier:** --- Select --- ▼

**Address:** --- Select --- ▼

**State ID:**

# How to Disenroll a Patient (Continued)

- Click Reason
- Click Disenroll

The screenshot shows a web-based form for disenrolling a patient. The form includes the following fields:

- State ID:** A text input field with a blue background.
- Reason:** A dropdown menu currently showing "--Select--". This field is highlighted with a red rectangular box.
- Diagnosis Codes:** A grid of input fields. The first row contains "493.90" and "278.02".
- Buttons:** At the bottom right, there are two buttons: "Disenroll" and "Cancel". The "Disenroll" button is highlighted with a red rectangular box.

Below the form, a table header is visible with the following columns:

Decision Date	Eligibility Date	Assigned	Diagnosis Codes	Reason
---------------	------------------	----------	-----------------	--------

# Reasons for Disenrollment

- Member Requested
  - A member can request to dis-enroll from the program as this is a voluntary program to participate in.
- Provider Requested
  - A provider can request disenrollment on behalf of a member.
- Death
- Failure to comply to Policy
  - This would be when a member is not abiding by the agreement they signed with the provider. The provider can dis-enroll them.



The screenshot shows a web form for disenrollment. It has three main sections: 'State ID:' with a text input field, 'Reason:' with a dropdown menu, and 'Diagnosis Codes:' with two sets of three input fields each. The 'Reason:' dropdown menu is open, showing four options: '--Select--', 'Member Requested', 'Provider Requested', 'Death', and 'Failure to Comply to Policy'. The 'Failure to Comply to Policy' option is highlighted. At the bottom right, there are two buttons: 'Disenroll' and 'Cancel'.

# **IMPA Training**

Available Reports

# Available Reports

- Login to IMPA, hover over Review, click Health Home Reports:



# Available Reports (continued)

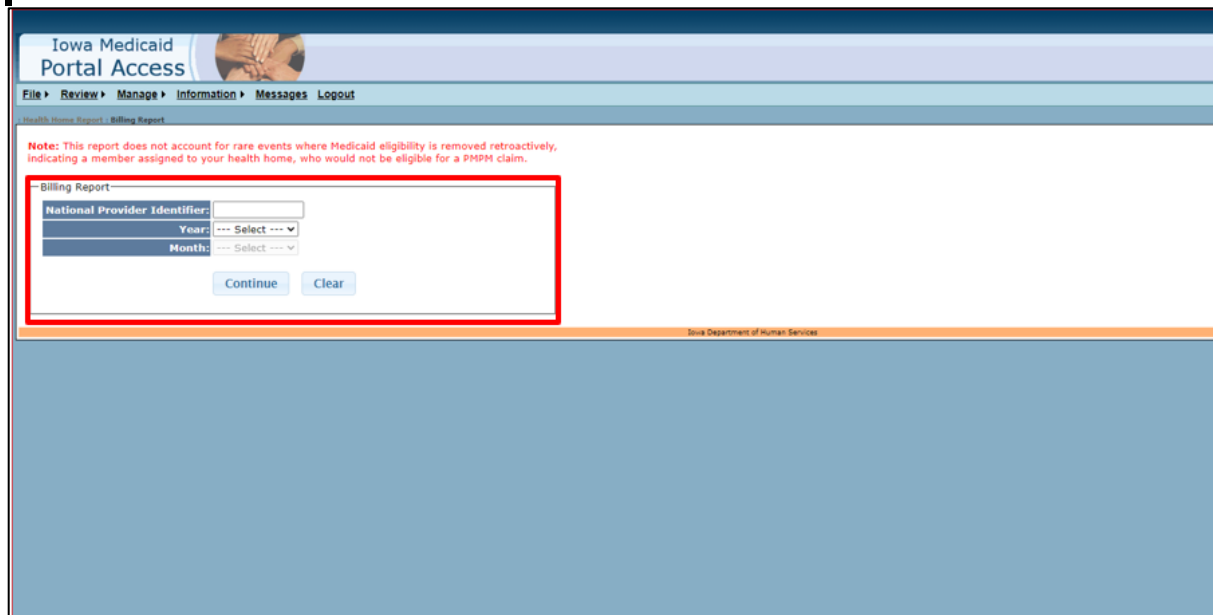
- Billing Report
- Assessment Coming Due
- Member Roster Report
  - The Assigned report
  - The Unassigned report
  - Not Processed report
- Participating Waiver Members Report



# Available Reports (continued)

## Billing Report

- The current report provides information on all your members enrolled in the program.
- Enter in the National Provider Number, the year and the month.

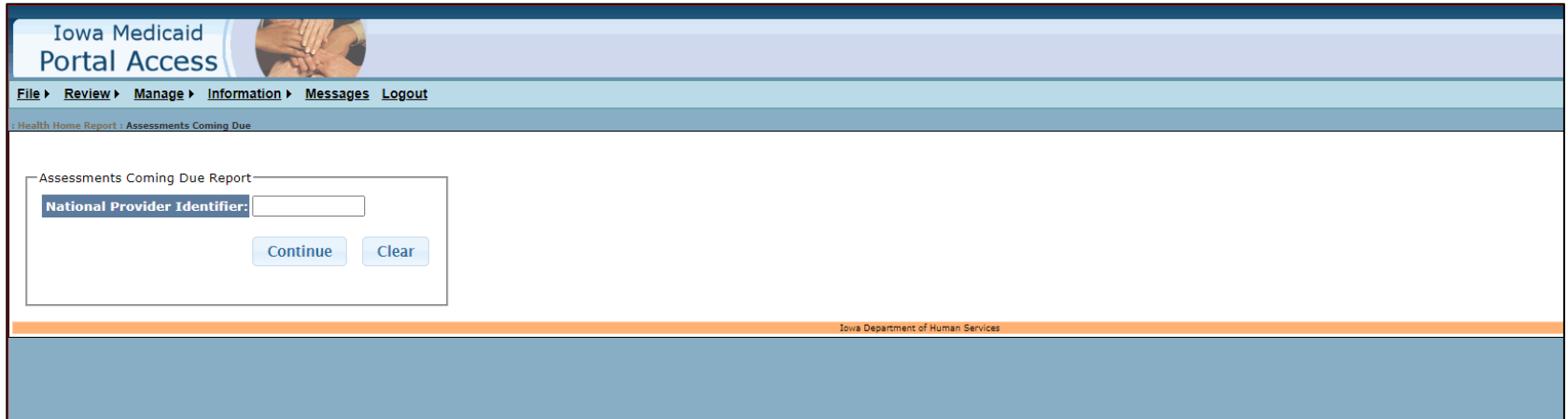


The screenshot shows the Iowa Medicaid Portal Access interface. At the top, there is a header with the text "Iowa Medicaid Portal Access" and a navigation menu with links: "File", "Review", "Manage", "Information", "Messages", and "Logout". Below the header, there is a sub-header "Health Home Report - Billing Report". A red note states: "Note: This report does not account for rare events where Medicaid eligibility is removed retroactively, indicating a member assigned to your health home, who would not be eligible for a PMPM claim." The main form area is titled "Billing Report" and contains three input fields: "National Provider Identifier:" (a text box), "Year:" (a dropdown menu with "Select" as the current selection), and "Month:" (a dropdown menu with "Select" as the current selection). Below these fields are two buttons: "Continue" and "Clear". The footer of the page reads "Iowa Department of Human Services".

# Available Reports (continued)

## Assessments Coming Due

- The assessment coming due report will provide the state IDs that are currently enrolled in Medicaid and have an assessment coming due within the next 3 months.
- Enter your organization's NPI number and click continue.



The screenshot displays the Iowa Medicaid Portal Access interface. At the top, there is a header with the text 'Iowa Medicaid Portal Access' and a small image of hands. Below the header is a navigation bar with links: File, Review, Manage, Information, Messages, and Logout. A breadcrumb trail indicates the current location: Health Home Report > Assessments Coming Due. The main content area features a form titled 'Assessments Coming Due Report'. Inside the form, there is a label 'National Provider Identifier:' followed by a text input field. Below the input field are two buttons: 'Continue' and 'Clear'. At the bottom of the page, there is a footer with the text 'Iowa Department of Human Services'.

# Available Reports (continued)

## Member Roster Report

- This report has 3 different options for selection.
- Using the radio button at the top chose Integrated Health Home
- Choose address – click tab or enter
- Enter the start and ending dates for the report.
- Using the radio buttons chose Assigned, Unassigned, or Not Processed

Iowa Medicaid Portal Access

File > Review > Manage > Information > Messages Logout

Health Home Report > Member Roster

Member Roster Report

☒ Health Home ☐ Integrated Health Home

National Provider Identifier:

Address:

Start Date:  End Date:

Status: ☒ Assigned ☐ Unassigned ☐ Not processed

Iowa Department of Human Services

Click the radio button under Status

# Available Reports

## (continued)

### Assigned Member Roster Report

Provides a listing of members currently assigned to a health home or an integrated health home.

The information provided on this report are:

- State ID
- Name
- Assessment Date
- Tier
- Assigned
- Last Action Date

# Available Reports

## (continued)

- Assigned Member Roster Report

1 of 15 Select a format Export

### IOWA DEPARTMENT OF HUMAN SERVICES Member Roster Report

NPI: [Redacted] Date of Report: 06/04/2014  
Address: [Redacted]  
Start Date: 05/04/2013 End Date: 06/04/2014

*\*The Assigned report provides a listing of members assigned to a health home or an integrated health home.*

Total Number of State IDs: 646

StateID	Name	Assessment Date	Tier	Assigned	Last Action Date
[Redacted]	[Redacted]	09/10/2013	1	Y	02/22/2014
		01/14/2014	1	Y	01/25/2014
		09/10/2013	1	Y	01/25/2014
		01/23/2014	1	Y	04/24/2014
		02/28/2014	4	Y	03/25/2014
		01/27/2014	2	Y	02/22/2014
		01/02/2014	2	Y	01/25/2014

# Available Reports

## (continued)

### Unassigned

Provides a listing of members that are no longer assigned or have never been assigned to a health home or an integrated health home.

- The information provided on this report are:
  - State ID
  - Name
  - Assessment Date
  - Tier
  - Assigned
  - Last Action Date
  - Reason

# Available Reports (continued)

- Unassigned Member Roster Report

1 of 2 Select a format Export

## IOWA DEPARTMENT OF HUMAN SERVICES Member Roster Report

NPI: [REDACTED] Date of Report: 06/04/2014

Address: [REDACTED]

Start Date: 05/04/2013 End Date: 06/04/2014

*\*The Unassigned report provides a listing of members that are no longer assigned or have never been assigned to a health home or an integrated health home.*

Total Number of State IDs: 74

StateID	Name	Assessment Date	Tier	Assigned	Last Action Date	Reason
[REDACTED]	[REDACTED]	10/07/2013	1	N	03/25/2014	Provider Requested
		01/15/2014	1	N	05/23/2014	County Change
		12/02/2013	4	N	02/22/2014	Not Eligible for Health Home
		11/12/2013	1	N	02/22/2014	Member Requested
		10/03/2013	1	N	02/22/2014	Member Requested
		10/03/2013	1	N	02/22/2014	Not Eligible for Health Home

# Available Reports

## (continued)

### Not Processed Member Roster Report

Provides a listing of members that have requested enrollment into a health home or an integrated health home and will be processed at month end processing. Approximately 6 business days before the end of each month.

- The information provided on this report are:
  - State ID
  - Name
  - Assessment Date
  - Tier
  - Assigned
  - Last Action Date



# Available Reports (continued)

## Unprocessed Member Roster Report

1 of 11 Select a format Export

**IOWA DEPARTMENT OF HUMAN SERVICES**  
**Member Roster Report**

NPI [REDACTED] Date of Report: 06/04/2014  
Address [REDACTED]  
Start Date: 05/04/2013 End Date: 06/04/2014

\*The Not Processed report provides a listing of members that have requested enrollment into a health home or an integrated health home and will be processed at month end processing.

Total Number of State IDs: 449

StateID	Name	Assessment Date	Tier	Assigned	Last Action Date
[REDACTED]	[REDACTED]	12/05/2013	1		03/25/2014
[REDACTED]	[REDACTED]	01/01/1900	4		02/21/2014
[REDACTED]	[REDACTED]	01/01/1900	4		02/05/2014
[REDACTED]	[REDACTED]	09/24/2013	1		03/25/2014
[REDACTED]	[REDACTED]	01/01/1900	4		01/27/2014
[REDACTED]	[REDACTED]	01/01/1900	4		03/20/2014
[REDACTED]	[REDACTED]	01/01/1900	4		03/05/2014

# Available Reports (continued)

## Participating Waiver Members Report

This report provides users with a listing of eligible and enrolled members that are also participating in an active waiver program along with their case manager contact information. The information provided in this report is for the current month only.

Use the radio button to select Integrated Health Home

Enter: NPI

Enter: Address

Click: Continue

The screenshot shows a web browser window with the URL [https://secureapp.dhs.state.ia.us/imp/CS\(dby2flavmp0dkc552hg3ex\)/HealthHome/HealthHomeReport/WaiverReport/WaiverReport.aspx](https://secureapp.dhs.state.ia.us/imp/CS(dby2flavmp0dkc552hg3ex)/HealthHome/HealthHomeReport/WaiverReport/WaiverReport.aspx). The page title is "Iowa Medicaid Portal Access". The user is logged in as "Good Morning Pamela Lester". The page has a navigation bar with links: File, Review, Manage, Information, Messages, Logout. The main content area is titled "Participating Waiver Members Report". Below the title, there are two radio buttons: "Health Home" (selected) and "Integrated Health Home". Below the radio buttons, there is a form with two fields: "National Provider Identifier:" and "Address:". The "Address:" field has a dropdown menu with the text "--- Select ---". Below the form, there are two buttons: "Continue" and "Clear". The form is highlighted with a red rectangle.

# Available Reports (continued)

- Participating Waiver Report

Portal Access

File > Review > Manage > Information > Messages Logout

Health Home Report: Participating Waiver Members

Participating Waiver Members Report

☒ Health Home ☐ Integrated Health Home

National Provider Identifier: [Redacted]

Address: [Redacted]

Continue Clear

1 of 1 100% Find | Next Select a format Export

**IOWA DEPARTMENT OF HUMAN SERVICES**  
**Participating Waiver Members**

NPI: [Redacted] Date of Report: 12/30/2014

Address: [Redacted]

Start Date: [Redacted] End Date: 12/31/2014

\*This report provides users with a listing of eligible and enrolled members that are also participating in an active waiver program along with their case manager contact information. The information provided in this report is for the current month only.

HS = Habilitation Services, ID = Intellectual Disability, PD = Physical Disability, HD = Health & Disability.  
IHS = Iowa Plan Habilitation Services

State ID	Name	V/Waiver	Case Manager	Email	Phone	Address
0	[Redacted]	Elderly	[Redacted]	[Redacted]	[Redacted]	[Redacted]
1	[Redacted]	HD	[Redacted]	[Redacted]	[Redacted]	[Redacted]
2	[Redacted]	HD	[Redacted]	[Redacted]	[Redacted]	[Redacted]
3	[Redacted]	Elderly	[Redacted]	[Redacted]	[Redacted]	[Redacted]

# **IMPA Training**

Uploading Documentation for  
Chart Reviews

# Uploading Documentation

- Login to IMPA
- Hover Over File Upload File
- Select Health Home

The screenshot shows the Iowa Medicaid Portal Access interface. At the top, there are links for 'Sign out (2)', 'Sign out (3)', and 'Sign out'. Below this is the 'Iowa Medicaid Portal Access' header. A navigation menu includes 'File', 'Review', 'Manage', 'Information', 'Messages', and 'Logout'. The 'File' menu is expanded, showing 'Claim PIN', 'Health Home', 'Upload File', and 'Document to IME'. The 'Upload File' and 'Document to IME' options are highlighted with red boxes. The main content area features a 'Welcome to the Iowa Medicaid Portal Application!' message, a 'Click here for the User Registration Guide' link, and a 'Featured Functionality' section. The right sidebar contains 'Helpful Hints' and 'Medicaid in the news' sections.

**File** Review Manage Information Messages Logout

Claim PIN

Health Home

Upload File Document to IME

Health Home

Localhost/Dev Region

Welcome to the Iowa Medicaid Portal Application!

[Click here for the User Registration Guide](#)

**Featured Functionality**

- IMPORTANT INFORMATION (Update)**  
Please note that if you are uploading medical information to IME related to the Level of Care review process, the IME Quality Improvement Organization (QIO) is responsible for the initial determination of the member's level of care certification for fee-for-service and MCO members. The IME QIO or the member's MCO is responsible for annual redetermination or when there has been a significant change in the level of care. Please send the medical information to IME or the appropriate MCO. If the member is a MCO member, please send the medical information to the appropriate MCO.
- The Centers for Medicare and Medicaid (CMS) published the Outpatient Prospective Payment System (OPPS) Final Rule Nov. 27, 2013, established a new alphanumeric HCPCS code, G0463 (Hospital outpatient clinic visit for assessment and management of a patient) for hospital use only. The new HCPCS code will be representative of any clinic visit under the OPPS replacing CPT codes 99201 through 99205 and 99211 through 99215. Effective for claims starting January 1, 2014 Iowa Medicaid Providers will be required to use the new G0463 in place of the previously used E/M codes. The final rule can be found [here](#).
- Provider Informational Letters** - [Subscribe and/or Unsubscribe!](#)
- Provider incident reporting** - As a provider, you can have the ability to report, track and monitor incidents in "real time".
- Remittance Advice** - View weekly remittance advice online at your convenience.

**Helpful Hints**

Looking for a medicaid participating provider? [Find one here.](#)

Be sure to find all of the latest Provider Information Letters [here](#).

**Medicaid in the news**

**Hospital psychiatric wards now feel like prisons, some say** (12 minutes ago)  
New safety standards aimed at limiting suicide risks have led to overhauls inside hospitals.

**Trump backing off banning vaping flavors popular with teens** (26 minutes ago)  
As Trump sat surrounded by political advisers on the flights to and from Lexington, he gre

**New, old drugs may offer fresh ways to fight heart disease** (44 minutes ago)  
One new study found that heart attack survivors benefited from a medicine long used to tr

**CommonSpirit quadruples operating loss in first quarter of fiscal 2020** (12 hours a  
The Chicago-based health system, which is nine months into its merger, blamed the steep

**Sutter to pay \$46 million over improper payment allegations** (20 hours ago)  
Sutter Health still faces whistleblower claims for alleged improper payments to physicians.

**AMA, AHA look to retrain physicians to measure blood pressure** (22 hours ago)  
Most physicians aren't retrained on measuring blood pressure after they leave medical sch

**Seattle Children's: Mold outbreak linked to infections since 2001** (23 hours ago)  
The latest outbreak is the second time the fungus has been detected in operating rooms at

**Big study casts doubt on need for many heart procedures** (Yesterday)  
A large study finds that people with severe but stable heart disease from clogged arteries

# Uploading Documentation (continued)

- Choose Group Name, expand Upload Files, File Type and choose the file to Upload. Once it is selected Click on 'Upload'. Description is optional.

The screenshot displays the 'Iowa Medicaid Portal Access' interface. At the top, there are links for 'Sign out (2)', 'Sign out (3)', and 'Sign out'. Below the header, a navigation bar includes 'File', 'Review', 'Manage', 'Information', 'Messages', and 'Logout'. The main section is titled 'Upload File: Health Home'. It contains a 'Group Name' dropdown menu with 'Group (421101835)' selected. Below this is the 'Upload Files' section, which is expanded. It features a 'File Type' dropdown menu with 'Health Home' selected, a 'Browse...' button, and an 'Upload' button. A 'Description' text area is also present. At the bottom, there is a 'Search Criteria' section with date ranges ('From: 11/5/2019', 'To: 11/19/2019') and checkboxes for 'Health Home' and 'Integrated Health Home'. A 'Search' button is located below these options. The footer of the page reads 'Iowa Department of Human Services'.

# Uploading Documentation (continued)

- Only two type files can be uploaded now - csv and pdf files. When trying to upload file types other than csv and pdf, you will receive an error message.

The screenshot displays the Iowa Medicaid Portal Access interface. At the top, there is a header with the text "Iowa Medicaid Portal Access" and a navigation bar with links: "File", "Review", "Manage", "Information", "Messages", and "Logout". Below the navigation bar, the page title is "Upload File - Health Home". The main content area includes a "Group Name" field with a dropdown menu showing "Group (421101835)". Below this is an "Upload Files" section with a "(Hide Upload Files...)" link. The "File Type" is set to "Health Home". There is a "Select a File:" field with a "Browse..." button. Below the file selection is a "Description:" field. At the bottom of the upload section are "Upload" and "Clear" buttons, and a note "Maximum allowed lines: 32767". A red-bordered box highlights an error message: "This file's extension, .jpg is not allowed! These are the allowed file extensions, .csv, .pdf". Below the error message is a "Search Criteria" section with a "(Hide Search Criteria...)" link. It includes "From:" and "To:" date pickers set to "11/5/2019" and "11/19/2019" respectively. Below these are checkboxes for "File Type:" with "Health Home" and "Integrated Health Home" selected. A "Search" button is at the bottom of the search criteria section. Below the search button, the "Search Criteria Results:" section shows "No files found." The footer of the page reads "Iowa Department of Human Services".

# Uploading Documentation (continued)

- If you upload documentation in error, use the delete option shown below

The screenshot shows the Iowa Medicaid Portal Access interface. The top navigation bar includes links for File, Review, Manage, Information, Messages, and Logout. The main content area is titled "Upload File: Health Home". It features a "Group Name" dropdown menu set to "Group (421101835)". Below this is the "Upload Files" section, which includes a "File Type" dropdown set to "Health Home", a "Select a File" button, and a "Description" text area. The "Upload" button is visible, along with a "Clear" button and a note "Maximum allowed lines: 32767". A red box highlights a message: "2019 Walking Path Events Flyer.pdf uploaded successfully!". Below the upload section is the "Search Criteria" section, which includes "From" and "To" date pickers (both set to 11/5/2019 and 11/19/2019 respectively), "File Type" checkboxes for "Health Home" and "Integrated Health Home", and a "Search" button. The "Search Criteria Results" section displays a table with the following data:

Reference Number	User Name	File Type	File Name	Description	File Status	Date/Time Uploaded	Delete
2962a24b-e9b1-4e37-bd88-fa7ac9a05f6	silhanna	Health Home	2019 Walking Path Events Flyer.pdf		Uploaded	11/19/2019 11:52:44 AM	Delete
b7b83551-7f14-494a-9499-06cefb559f60	silhanna	Health Home	Test1.csv.csv		Uploaded	11/19/2019 11:49:32 AM	Delete

The "Delete" button in the first row of the table is highlighted with a red box. The footer of the page reads "Iowa Department of Human Services".



# Questions?

## **Medicaid Health Home Program:**

[Healthhomes@dhs.state.ia.us](mailto:Healthhomes@dhs.state.ia.us)

<http://www.ime.state.ia.us/Providers/healthhome.html>